


<b>Policy Name:</b>	<b>CODE OF ETHICS AND CONDUCT</b>		
<b>Policy Number:</b>	<b>GOV-104</b>	<b>Formerly</b>	<b>BG-221</b>
 West Elgin Community Health Centre	<b>Creation Date:</b> <b>August 2007</b>	<b>Reviewed Date:</b> <b>May 2025</b>	<b>Approved by:</b> <b>Board of Directors</b>

## POLICY STATEMENT

This Code of Ethics and Conduct (the “Code”) applies to all Directors, employees, volunteers (collectively, “Personnel”) and Clients of the West Elgin Community Health Centre (the “Centre”). The Code reflects the principles pursuant to which all stakeholders shall conduct themselves when dealing with each other, both within the Centre and while engaged in the Centre’s affairs. The Centre’s Personnel and Clients are collectively referred to as “we”.

## PROCEDURE

It is the responsibility of all Personnel and Clients to make themselves aware of their obligations under this Code and to ensure that not only do they conduct themselves in compliance with its terms and intent, but also promote compliance by others.

This Code of Ethics and Conduct shall be posted in a conspicuous area within the Centre and on the Centre’s website to ensure that both Personnel and Clients of the Centre are aware of their respective rights and obligations under this Code.

## CODE OF ETHICS AND CONDUCT

- We shall act honestly, with integrity and in the best interests of the Centre and the Clients and communities that it serves.
- We shall be respectful of others and treat others with dignity and compassion.
- We shall exercise a strong commitment to a high standard of ethical conduct.
- We shall act in furtherance of the Centre’s Mission, Vision, Values (as updated from time to time) and Beliefs and its Aims and Objectives.
- We shall conduct ourselves in accordance with applicable laws and regulations, the Centre’s policies and this Code of Ethics and Conduct including those relating to human rights.
- We shall treat others equally, without prejudice, and shall adhere to the Centre’s “Workplace Violence and Harassment Prevention” policy.
- All Personnel shall fulfill their responsibilities at the Centre to the best of their ability and in accordance with the standards of their profession.
- We shall respect and maintain the confidentiality of, and shall not misuse, any personal or other confidential information of any other person or the Centre that they may become aware of through their employment by or engagement with, or

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their use of, the Centre and its services, except as may be required to provide health services to such person or as otherwise required by law.

- We shall comply with applicable privacy laws relating to the collection, use, storage and disclosure of personal information, including without limitation, the Personal Information Protection and Electronic Documents Act (Canada) and Personal Health Information Protection Act, 2004 (Ontario) as well as the Centre's privacy policies and other applicable policies.
- We shall fulfill any commitments that they make to the Centre or other Stakeholders except in extraordinary circumstances that cannot be avoided and could not have been anticipated.
- We shall exercise a commitment to our own health and well-being as well as the health and well-being of others.
- We shall not use our position within or in relation to the Centre for any personal advantage or for the advantage of our family or friends.
- All Personnel shall avoid engaging in any private or personal business interests or activities that may conflict with carrying out their duties and responsibilities within the Centre. In the event that any Personnel become aware that they are, or may be perceived to be, in a conflict of interest, they shall immediately advise their supervisor of such conflict of interest or potential conflict of interest. Such conflicts may include, but are not limited to, accepting gifts, services or loans from a Client or supplier of the Centre or from having a non-arms-length relationship with any of them.

## NON-COMPLIANCE

We are encouraged to promptly report to the supervisor or the Executive Director, as appropriate, any non-compliance with the provisions of this Code.

We shall not suffer any negative consequences or retaliation of any kind as a result of any good faith report or complaint of any violation of this Code. All such reports or complaints shall be treated seriously and dealt with as expediently and judiciously as possible in the circumstances.

Those who fail to comply with this Code of Ethics and Conduct are subject to potential disciplinary action up to and including termination of employment or engagement with the Centre or expulsion from the Centre and may also be subject to legal liability associated with any violation or non-compliance with a criminal or civil law.